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CHAPTER III

TRAINEE PERFORMANCE

A. Position and Coordination

As a trainee in Housekeeping Department, the writer was start the Industrial Placement from July, 4th 2019 until January 4th 2020. The hotel has a many department, such as Housekeeping Department, Front Office Department, Engineering Department, Accounting Department, Human Resource Department, Security Department, and Food and Beverage Department and Sales and Marketing. All that department must ensure a good coordination each other department. For example:

1. Housekeeping with Front Office Department

Front Office Department and Housekeeping is the two departments that in one division and need each other. It is important for the departments to continuously exchange information on room status. The front office must provide lists for expected arrivals and departures for the day in advance, and notify housekeeping of actual arrivals and departures as and when they occur.

2. Housekeeping with Security Department

The coordination is mainly concerned with the prevention of fire and thefts and the safekeeping of keys and lost property. There are so many security hazards on the floors that this liaison is particularly important, and the housekeeper corporate by endeavoring to see that housekeeping staff are aware of the hazards. Housekeeping personnel should also report anything of a suspicious nature, immediately to the security staff.

3. Housekeeping with Food and Beverage Department

The F&B department consists of both the service staff as well as the kitchen staff. The coordination of housekeeping with the restaurants and banquet halls is mainly concerned with the provision of linen and uniforms.

4. Housekeeping with Human Resource Department

The coordination of housekeeping and human resource department is many like acquisition of new staff for the housekeeping department, compensation of housekeeping staff members such as salary, over time, medical treatment and

motivate for staff performance by appraisal or reward, induction and training program for new staff.

5. Housekeeping with Accounting Department

This coordination is take place regarding the issues related to payments of housekeeping staff and collecting the soiled uniforms from the accounting department and provision of ready uniforms to the accounts staff daily.

6. Housekeeping with Engineering Department

Issues related to erroneous functioning of cleaning and gardening equipment, faulty electric power points, leaning pipes, airconditioning maintenance, or any other such work.

7. Housekeeping with Sales and Marketing

The housekeeping department must be notified of the arrival and departure of large groups in order to service the rooms effectively and aware of the arrival of the meeting planners and VIPs who are staying in the hotel.

A...Job Description

Housekeeping job purpose is cleaning and maintaining a private residence or commercial building to make sure that it meets any housekeeping sanitation requirements and provides a comfortable space for residents or employees.

As a trainee in housekeeping department for 6 months long,writer was in-charge in 4 different section. First eighteen days of Industrial Placement, writer was in-charge as a room Attendant. Start from July 4th 2019 – July 22th 2019, writer learns how to clean up the guest room also tidy the bed.

On July 23rd 2019, as per the training schedule that create by the supervisors, for a week, writer was in-charge in Guest Service Center. In the Guest Service Center, writer was responsible to take a request from the guest, such pick up and delivered guest laundry. While assigned to be a Guest Service Center attendant, writer was found some problems especially while the hotel was in the high occupancy. Writer must increase the accuracy and calmness to service the guests because many request from the guests can make the writer stress if the guest are complain such as delayed service and disturbing the flow of orders.

After a week, writer once again assigned to be a room attendant for two months, start from August 1st 2019 until September 21st 2019.

As Room Attendant writer was responsible for cleaning and servicing assigned rooms or areas according to established standards and procedures including: making beds, dusting, vacuuming, cleaning and sanitizing bathrooms, removal of trash etc. The writer have duties and responsibilities, such:

1. Coming to the hotel at 15 minutes before duty, take the uniform and touch up in the locker, and fill up attendance list in time keeping.
2. Attending the housekeeping briefings
3. Received a room assignment
4. Received and handover of room key
5. Setting up and cleaning the trolley such as linen room and guest supplies and amenities for easy and smooth work.
6. Checking all the rooms and write the room status on the room assignment sheet.
7. Checking the room and cleaning the room according to the SOP.
8. Reporting lost and found items in accordance with operational standards and company procedures.
9. Cleaning up guest room and provide services for all guest needs stay with operational standards and company procedures.
10. Implementing the safety, hygiene and sanitary procedures for workplace, self and guest interest.

While in-charge as a room attendant, there are some chemical used by the writer to make up the room:

1. Glass cleaner; The chemical was use for clean mirror, glass door, glass window surface in restroom and stainless steel material.
2. Air freshener; Used to give fragrance in the room.
3. All in one; Multipurpose cleaner chemical.
4. All purpose; Chemical for cleaning the floor wall surface.
5. Cream polish; Cream texture for cleaning heavy dirt such as water mark and chrome material in toilet.

6. Bathklin; Disinfectant chemical use for toilet bowl, urinoir, bathtub and wash basin.
7. Metal polish; Chemical has cream texture for clean stainless steel surface.

While cleaning the guest rooms, there are some of tools that the writer used, such as hand caddy carry, vacuum cleaner, chemical bottle sprayer, window cleaner, blower, hand gloves, lobby duster, dustpan, and also broom.

While in charge as a room attendant, writer was found some problems, one of them is when the hotel was in the high occupancy and too many check out and arrival rooms, writer must hard work to finish all the check out room and writer must increase the speed in cleaning the room until the room is ready to sell.

After have a 2 more months experience as a room attendant, the writer was assigned to be a linen attendant from September 22nd 2019 – September 30th 2019. As the linen attendant, writer jobs and responsibilities are:

1. Sending dirty linen uniforms to the laundry based on the type of fabric, material and level of dirtiness by filling the laundry and dry cleaning list.
2. Receiving clean uniforms from the laundry and arranging them neatly in the provided place by hanging them on the type of uniform per department.
3. Checking for the damages such as buttons. If any damages in our uniform, damaged clothes must be sent to seamstress to be repaired.

Start on October 1st till present, writer was assigned as a public area attendant. Here are some jobdesk that writer do almost everyday as a public area attendant in The Sultan Hotel

1. Attending the routine briefings every day
2. Checking the cleanliness, tidiness and completeness all of public area that affects the guest's interest to use the services inside the hotel.
3. Dusting the stairs, all furniture, and jewelry in public areas.
4. Cleaning the floor with sweeping and mopping.
5. Cleaning the windows and glass in the lobby, room doors, toilet mirror, and other areas.
6. Disposing of waste the area into a temporary landfill.

While cleaning the public areas, there are also some chemical that the writer used as a public area arrendant, such as

1. Glass Cleaner: chemical used for clean mirror, glass door, glass window surface in rest room and stainless steel material.
2. Furniture care: chemical use for wooden furniture material.
3. All in one: multipurpose cleaner chemical.
4. Cream polish: cream texture with lemon aroma for cleaning heavy dirt such as water mark and chrome chemical.
5. All purpose: chemical for cleaning the floor wall surface.
6. Air frezz: chemical using for eliminate odor in rest room area.

Besides the chemical used, writer also used some tools to clean the public area, such hand caddy carry, wet cauntion board, window washer, chemical bottle sprayer, blower, dust pan and broom, floor squeezes, lobby duster and also toilet bowl brush.

During the industrial placement in housekeeping department, writer gained so many benefits, both knowledge and experience while cleaning and sanitising rooms, willingness to learn new cleaning methods and how to use various pieces of equipment, writer also can learn how to be responsible in using cleaning tools, increase the writer listening skills, ability to take criticism, ability to adapt to different situations and change work, and also have a organisational skills, integrity and honestly, and high energy levels.